



Job Description

Franchise Project Coordinator

Location: OrthoNOW LLC Corporate Office in Doral, FL

Job Summary: Provides the OrthoNOW Corporate Franchise Operations department with project management, day-to-day support, data analysis, and reporting. Maintains a high level of communications with franchisees and supports the franchisees with needed information and direction during onboarding and ongoing.

Primary Job Duties:

- Build and distribute Smartsheet (online project management software) project plans for the ONboarding of new franchisees. Keep current with updated attachments, contact info, logging of communications and requesting updates from franchisees.
- Compile reports to disseminate to Franchisor and Franchisee management; Run reports from OrthoNOW's practice management software and variety of sources
- Communicate widely via phone, email, text messages, and online tools regarding periodic and urgent updates; monthly enewsletter to franchisees; manage online franchisee forum
- Research and assist with requirements gathering of new technologies and new releases to mobile app and other existing technologies.
- Maintain Excel databases of KPI metric data of franchisee performance
- Maintain & keep extranet (wordpress) site current with latest documents, policies and procedures;
- Create content and update the OrthoNOW TV playlists monthly for OrthoNOW Centers
- Make periodic updates to the P&P Manual and training modules.
- Make corresponding updates to training Powerpoint presentations
- Create new P&P Manuals (hardcopy and electronic version) for new franchisees.
- Coordinate meetings for the team; major role in coordinating annual franchise convention
- Other duties as required

Job qualifications:

- Undergraduate degree
- Extensive knowledge and experience with MS Office (Outlook, Excel, Word, and Powerpoint)
- Proficient with internet tools and research
- Preference given to bilingual (English and Spanish) candidates, but master of English language is a requirement
- Experience with Smartsheet, Wordpress, Mailchimp, Dropbox, Sharepoint, Exscribe a plus, but we will train
- Excellent attention to detail
- Sense of urgency
- Excellent communicator